



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPROGRAMS

MONTHLY REPORT

States/UTs

APRIL 2026

Report Number 45

Department of Administrative Reforms and
Public Grievances

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1. Summary- April 2026

Receipts: 88,057

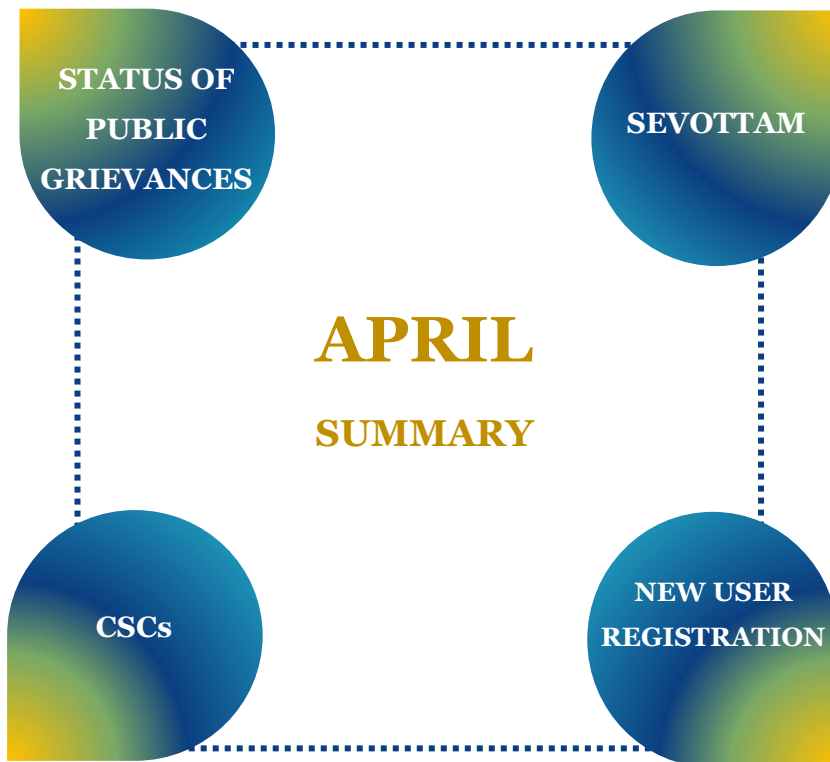
Disposal: 77,445

Pendency: 2,11,701

Training Courses: 1,159

Officers Trained: 38,270

(FY 2022-27)



Total Receipts: 8,001

Maximum: 2,393 (Karnataka)

Total Registrations: 76,643

Maximum: 13,379 (Uttar Pradesh)

2. Highlights- April 2026

General Highlights

- 01
- The Feedback Call Centre collected a total of **73,601 feedback** in April, 2026, where, **30,621 feedbacks** were collected from States/UTs.
 - Under the **Sevottam Scheme**, in the last five Financial Years (FY 2022-23 to FY 2026-27), **1,159 training courses** have been completed, in which **~38,270 officers** have been trained.
 - In April 2026, **Karnataka** received the highest number of grievances through CSCs, constituting **30%** of the total 8,001 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

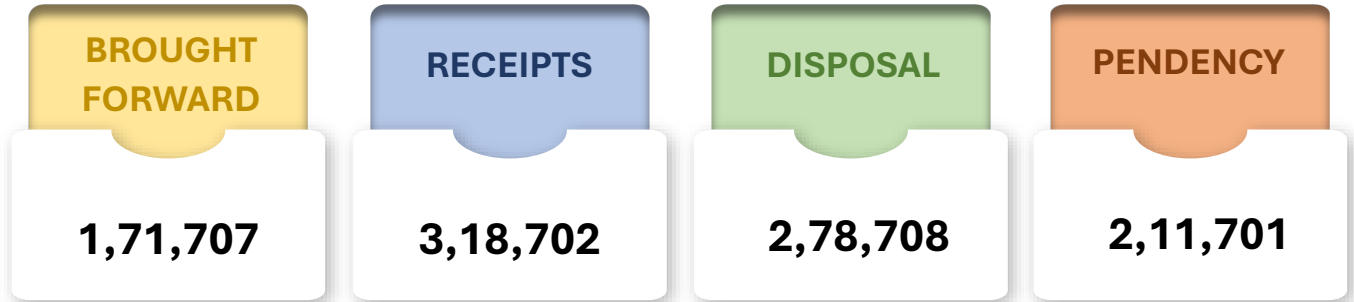
- 02
- In April, 2026, **88,057 PG cases** were received for the States/UTs and **77,445 PG cases** were redressed.
 - **Uttar Pradesh** recorded the highest number of disposals in April, 2026 with 34,959 PG cases, followed by **Gujarat** and **Rajasthan** with 5,829 and 4,220 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- 03
- **22 States/UTs** have more than 1000 pending grievances as on 30th April, 2026.
 - For States/UTs, as on 30th April, 2026, there exists a pendency of **2,11,701 PG cases** which is approximately **5% rise** from the previous month.

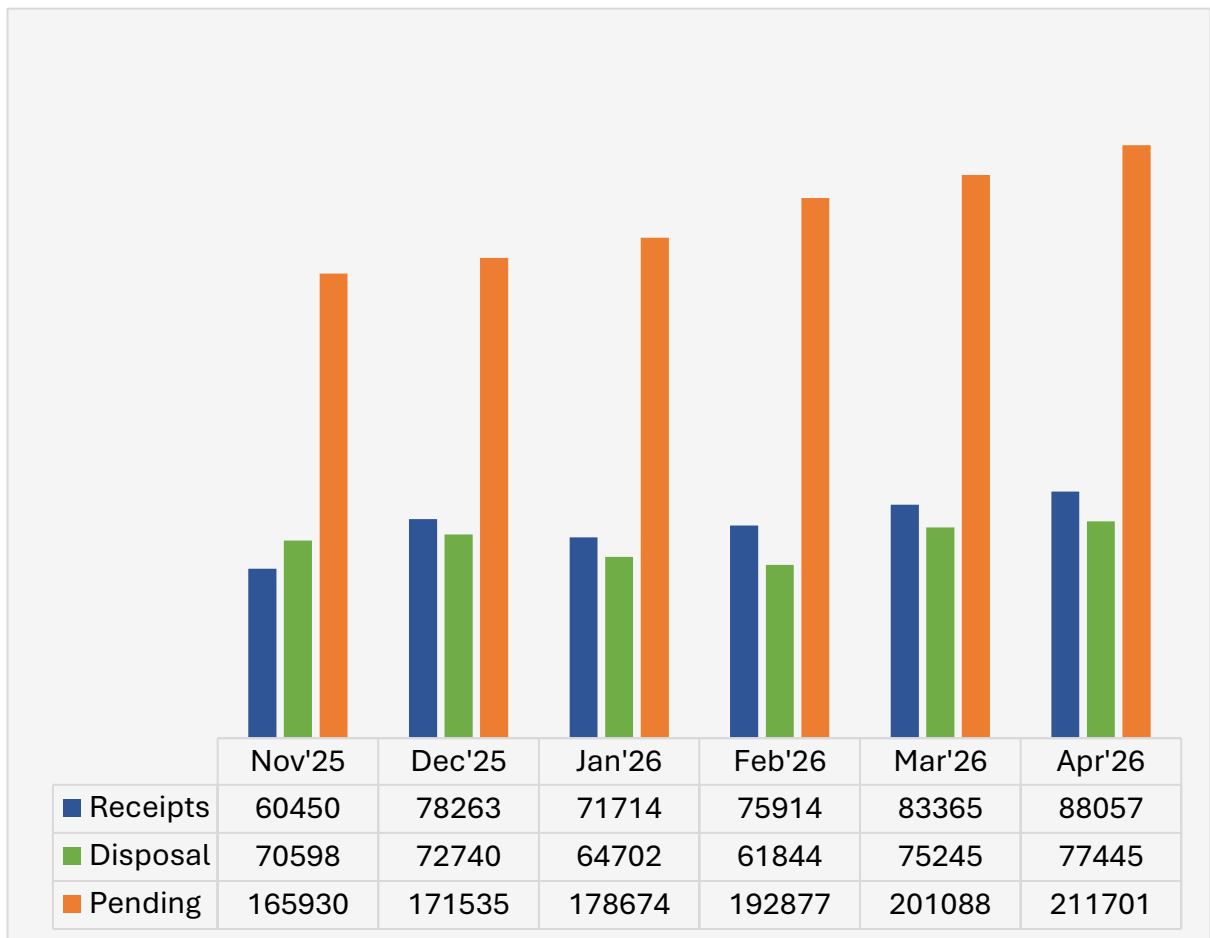
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 30/04/2026)

Month-wise Status of Grievances



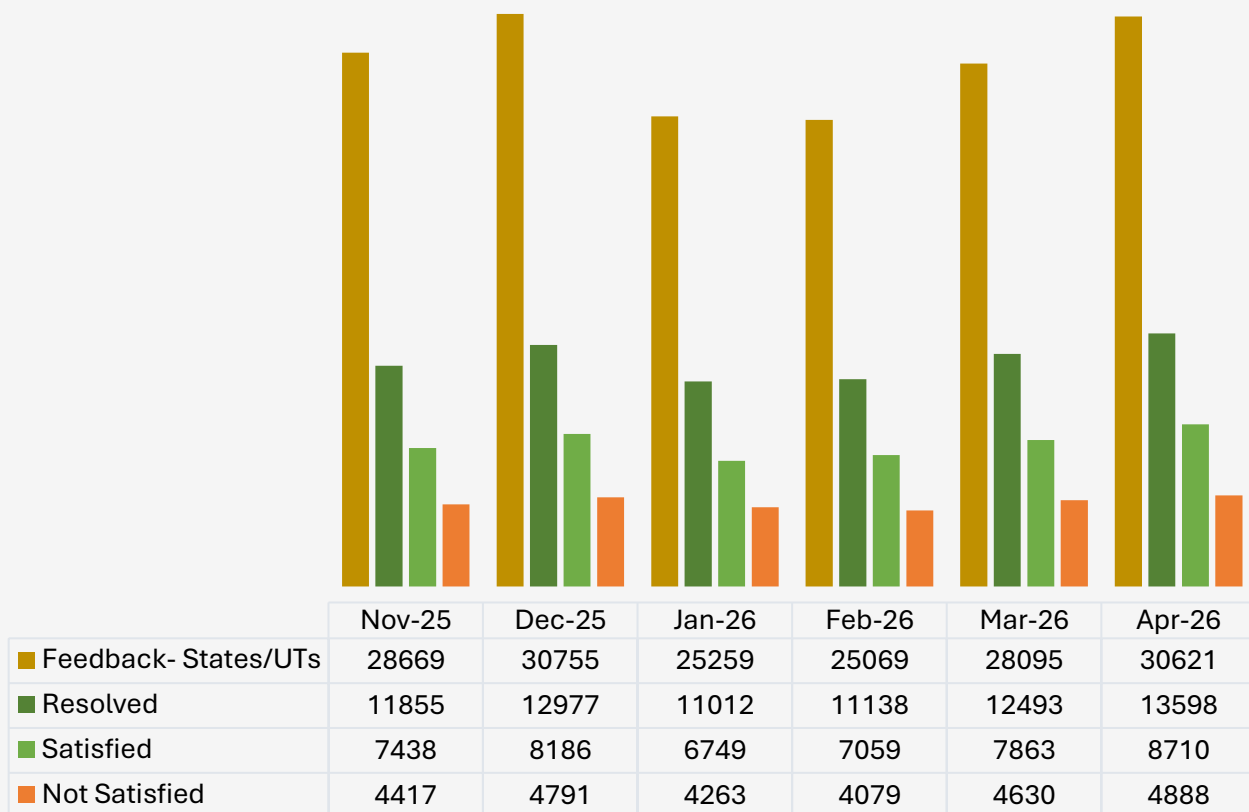
4. Feedback Call Centre

Overview

During the period from **1st April, 2026 to 30th April, 2026** a total of **73,601 feedbacks** were received out of which **30,621** were received from States/UTs through the Call Centre. A total of **13,598 grievances** were marked as **resolved** — reflecting a resolution rate of over **44%**. Among the resolved cases, over **64% of citizens expressed satisfaction** with the resolution provided.

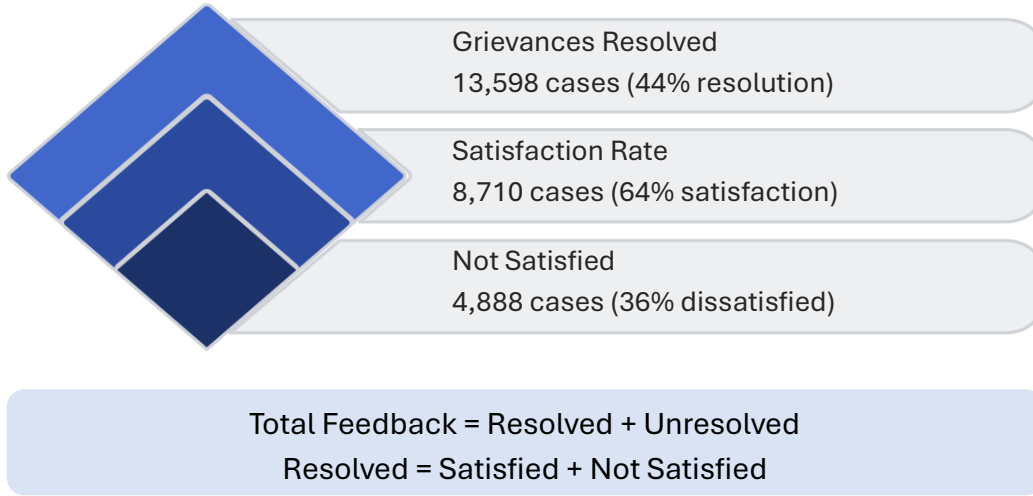
The column chart below presents four key metrics related to Call Centre feedback from November 2025 to April 2026: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.

Month-wise Feedback Analysis



The snapshot below illustrates the journey of **13,598 cases** resolved through the Call Centre in April, 2026:

April Feedback Snapshot



Feedback Status: Top 10 States/UTs – April, 2026

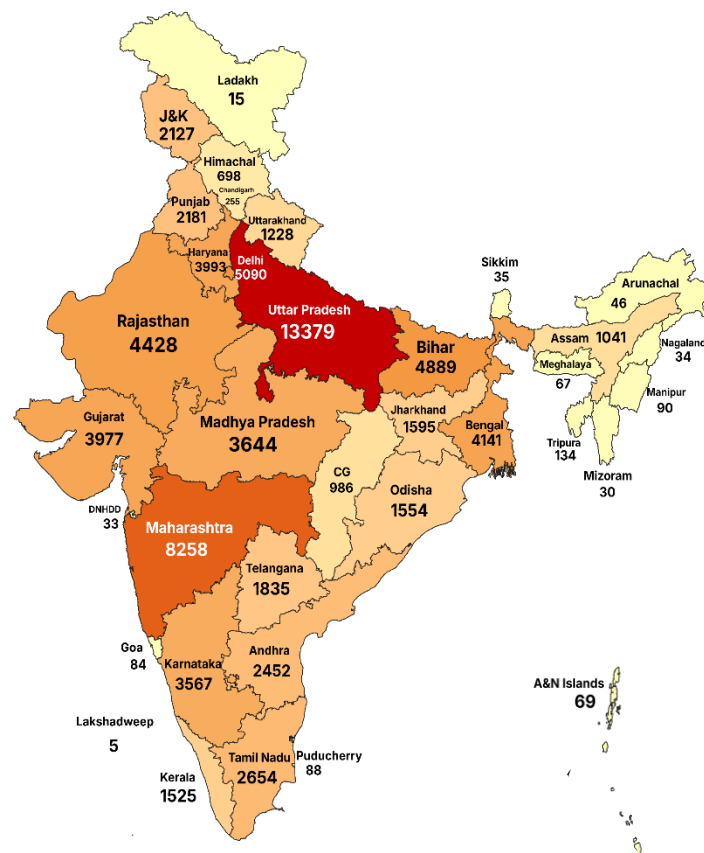
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	7521	4547 (60%)	2974 (40%)
2	Government of Rajasthan	877	565 (64%)	312 (36%)
3	Government of Gujarat	856	552 (64%)	304 (36%)
4	Government of Maharashtra	596	423 (71%)	173 (29%)
5	Government of Bihar	588	395 (67%)	193 (33%)
6	Government of NCT of Delhi	500	362 (72%)	138 (28%)
7	Government of Madhya Pradesh	485	322 (66%)	163 (34%)
8	Government of Haryana	445	348 (78%)	97 (22%)
9	Government of Andhra Pradesh	278	164 (59%)	114 (41%)
10	Government of Karnataka	268	183 (68%)	85 (32%)

5. New User Registration

A total of **76,643 new users** has registered on CPGRAMS in April, 2026, through various channels, out of which, **13,379 registrations are from Uttar Pradesh.**

New User Registration on CPGRAMS from States/UTs in April, 2026



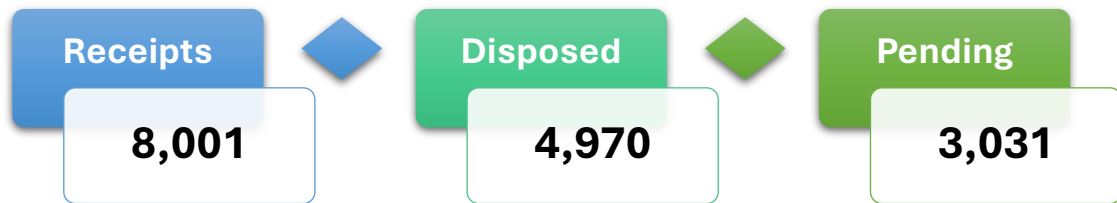
New User Registration on CPGRAMS in 2026

S. No.	Month	Total New User Registration in 2026
1	January	67,728
2	February	72,357
3	March	75,853
4	April	76,643

TOTAL	2,92,581
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6. Common Service Centres

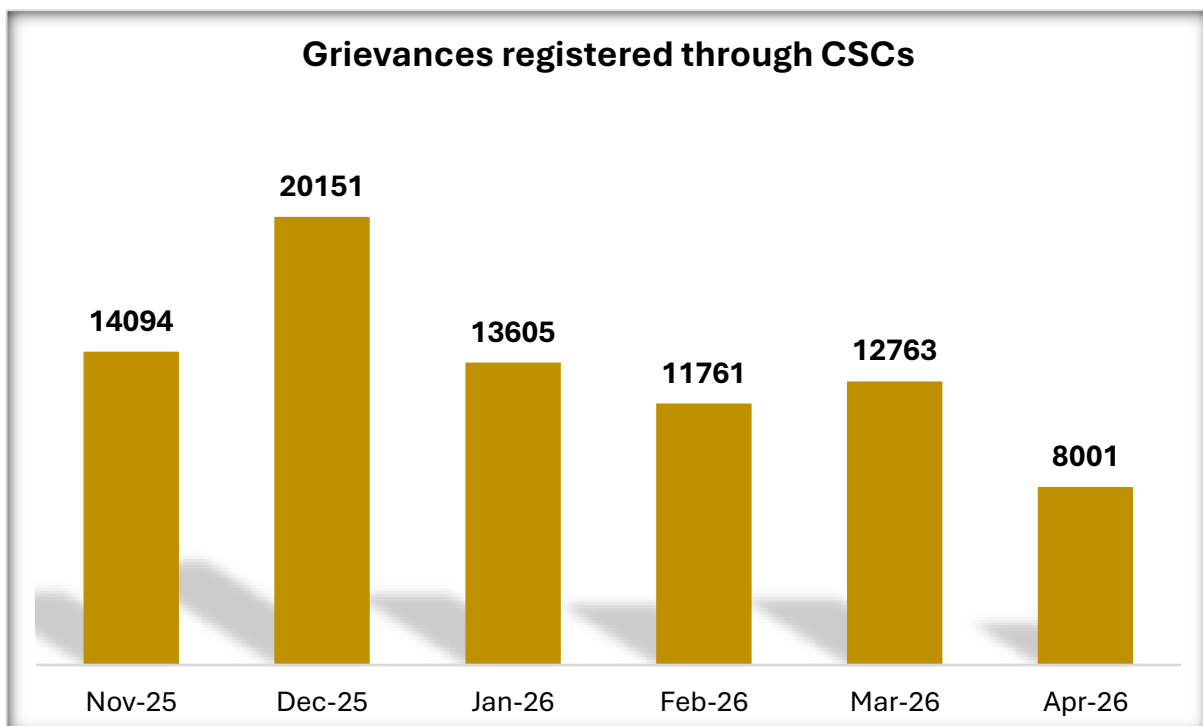
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/04/2026 to 30/04/2026)

Overview of grievances registered through the Common Service Centres

A total of **8,001 grievances** were registered through Common Service Centres (CSCs) in April 2026.

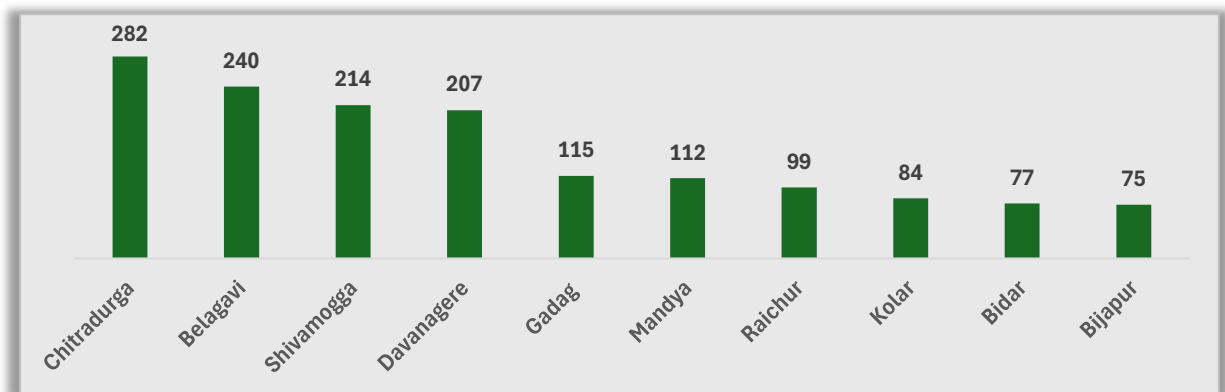


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in April 2026

State	Total Receipts	Top level Category	Receipts %
Karnataka	2393	Schemes	17%
		Training Matters	7%
		PAN Issues	4%
		Mobile Related	3%
		Child Labour	3%
Uttar Pradesh	1766	Public Distribution System related	14%
		LPG/LPG Agency related	9%
		PMKISAN related issues	9%
		Aadhaar Update	5%
		Employee Provident Fund Organisation	3%
Odisha	417	PMKISAN related issues	14%
		Pension Related	6%
		LPG/LPG Agency related	5%
		Government Schemes Related/ Welfare Programs	3%
		Employee Provident Fund Organisation	3%

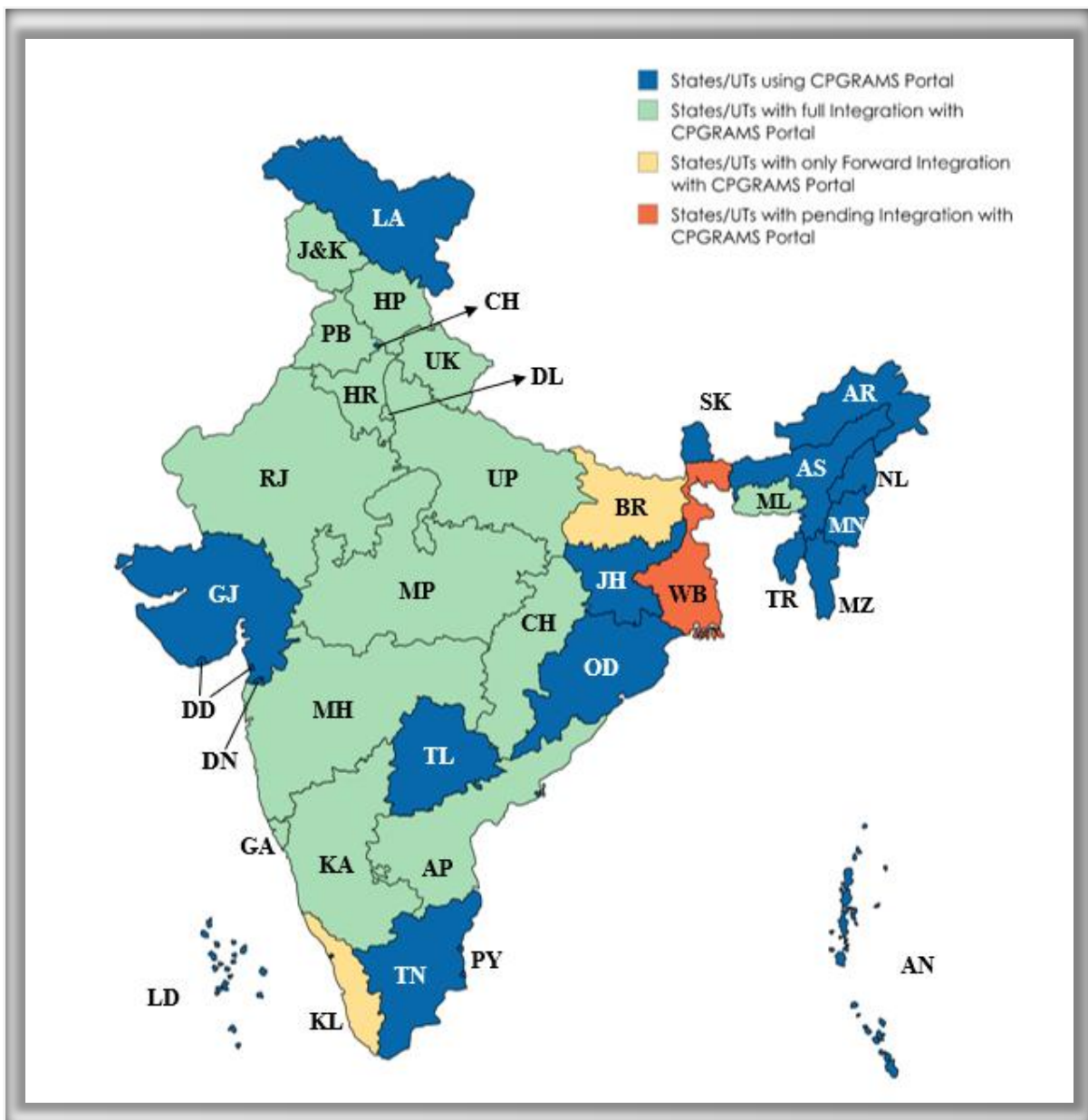
Karnataka: District-wise Grievance Distribution in April 2026

Karnataka dominates the grievance landscape, contributing a significant **30%** of all grievances registered through Common Service Centres (CSCs).



7. Integration of State/UTs Portals

Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of integrating all the respective States/UTs grievance portals with CPGRAMS.



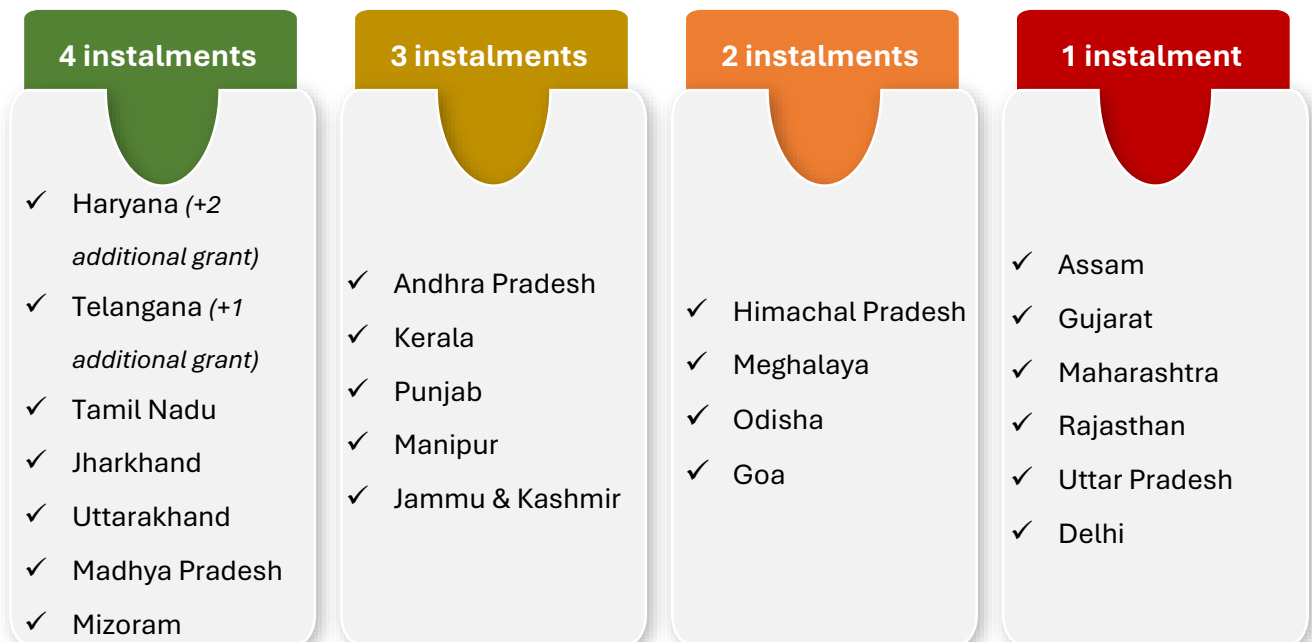
8. Sevottam Scheme

In a major capacity-building effort, the Department of Administrative Reforms & Public Grievances implements the “Sevottam Scheme”, under which the Department Funds State ATIs/CTIs, for setting up of a Sevottam Training cell in the ATI for capacity building of grievance redressal officers of State Governments

As per revised Guidelines of Sevottam Scheme issued by the Department on **3rd July, 2024**, State ATIs would be provided financial assistance of **Rs. 1500 per participant per day** for conducting training programmes on Sevottam Model and Grievance Redressal

ATIs receiving grants in Financial Year 2025-26

Proposals received from following **22 ATIs** for FY 2025-26 have been approved and the grant is being released in instalments based on receipt Utilization Certificates (UCs):



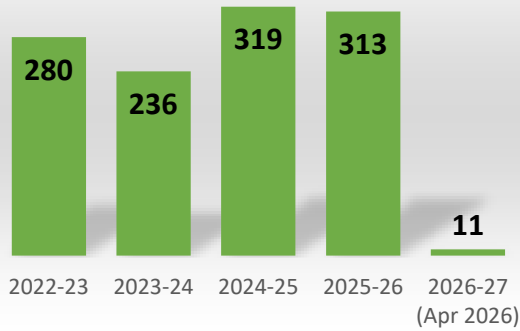
Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Achievement-cum-Performance Report for FY2025-26 and Proposals/Training Calendar for FY 2026-27 at the earliest to enable DARPG to release the grants accordingly.

9. Sevottam Scheme Portal

Overview of trainings conducted and participants trained in the last five Financial Years

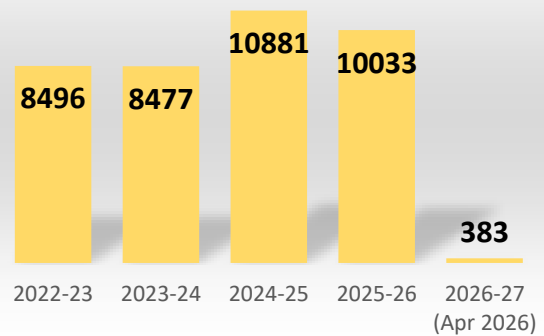
Trainings Conducted- 1,159

Trainings Conducted



Participants Trained- 38,270

Participants Trained



Brief recap of the courses shared by States in FY 2026-27:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	7	270
2	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	3	103
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	1	10
		Total	11	383

Brief recap of the courses shared by States in FY 2025-26:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	60	2022
2	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	52	1745
3	Tamil Nadu	ANNA Administrative Staff College	28	1241
4	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	28	862
5	Telangana	Dr. MCR HRD Institute, Hyderabad	27	785
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	22	623
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	17	614
8	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	334
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	14	380
10	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	13	294
11	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	10	272
12	Mizoram	Administrative Training Institute (ATI), Aizawl	9	300
13	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar	7	162
14	Uttarakhand	Dr. R S Tolia Uttarakhand Academy of Administration (UAoA), Nainital	4	87
15	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	3	208
16	Karnataka	Administrative Training Institute (ATI), Mysuru	2	57
17	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	47
		Total	313	10033

Note: All State/UT ATIs are requested to kindly update the status of trainings conducted / participants trained and ongoing courses on Sevottam Scheme Portal [<https://ati.darpg.in.net/login/>]

10. Success Stories

Grievance of Mr. Utkarsh Singhal

Mr. Utkarsh Singhal from Uttar Pradesh raised a grievance regarding prolonged delay and mishandling of documents for property name registration, which caused significant inconvenience to a senior citizen. Despite repeated follow-ups, the process remained incomplete. Through CPGRAMS, the matter was escalated to the concerned authorities. Upon intervention, the case was examined, necessary action was taken based on submitted documents, and the property records were updated accordingly within 11 days.

**Mishandling of
property name
registration
documents**

**Poor Sanitation
and Irregular
Garbage
Collection**

Grievance of Mr. Eshan

Mr. Eshan from Uttarakhand raised a grievance regarding poor sanitation due to removal of a public dustbin and irregular garbage collection, leading to unhygienic conditions in the locality. The issue was escalated through CPGRAMS to the concerned authorities for immediate attention. Upon review, necessary steps were taken to improve waste management services. Regular door-to-door garbage collection was resumed, ensuring cleanliness and hygiene in the area resolving the grievance within a week.

Grievance of Mr. Pervesh Dhawan

Mr. Pervesh Dhawan from Ludhiana raised a grievance against an incorrect electricity bill caused by an erroneous meter reading, leading to inflated charges. Supporting documents and clarifications were submitted to highlight the discrepancy. Through CPGRAMS, the issue was escalated to the concerned authorities. Upon verification, the error was acknowledged and rectified. A revised bill based on actual consumption was issued, and concerns regarding surcharge and disconnection were addressed within a week.

Incorrect Electricity Bill

Grievance of Mr. Pappu Kumar Das

Mr. Pappu Kumar Das applied for a Learning Licence via a contactless service in Uttar Pradesh, but approval remained pending beyond 14 days with the concerned authority. He lodged a grievance on the CPGRAMS portal and the matter got escalated to the appropriate department. Within four days of lodging the grievance on the portal, the issue was examined and resolved, and his Learning Licence was approved and made available for download.

Pending approval of Learning Licence

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: IMPROVEMENT OF CPGRAMS

Posted On: 01 APR 2026 6:10PM by PIB Delhi

The details of grievances received, disposed and pending in the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) during the last ten years and the current year, Ministry/Department, State/Union Territory and year-wise, are given in Annexures I, II and III respectively.

Ministry of Personnel, Public Grievances & Pensions

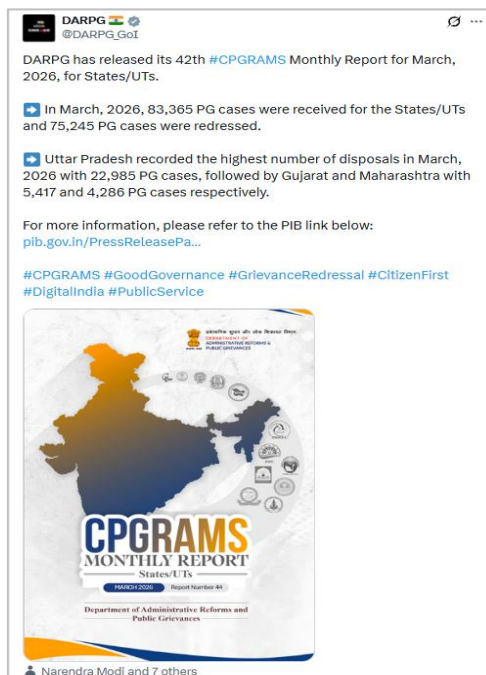


The Department of Administrative Reforms and Public Grievances (DARPG) released the 44th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for March, 2026

In March, 2026, 83,365 PG cases were received for the States/UTs and 75,245 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 1,134 training courses have been completed, in which ~37,620 officers have been trained

Posted On: 16 APR 2026 3:45PM by PIB Delhi



ANNEXURES

Annexure 1: Performance of States/UTs – April, 2026

Annexure 1.1: Maximum Number of Receipts – April, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	29526	31079	60605	34959	25646
2	Government of Gujarat	4479	5754	10233	5829	4404
3	Government of Maharashtra	34187	5574	39761	4167	35594
4	Government of NCT of Delhi	7348	5049	12397	3746	8651
5	Government of Haryana	11440	4967	16407	3395	13012
6	Government of Rajasthan	3851	4376	8227	4220	4007
7	Government of Madhya Pradesh	13903	4306	18209	2817	15392
8	Government of Bihar	13649	4082	17731	3112	14619
9	Government of Karnataka	9085	2767	11852	3353	8499
10	Government of Tamil Nadu	10057	2092	12149	752	11397

Annexure 1.2: Maximum Number of Disposals – April 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	29526	31079	60605	34959	25646
2	Government of Gujarat	4479	5754	10233	5829	4404
3	Government of Rajasthan	3851	4376	8227	4220	4007
4	Government of Maharashtra	34187	5574	39761	4167	35594
5	Government of NCT of Delhi	7348	5049	12397	3746	8651
6	Government of Haryana	11440	4967	16407	3395	13012
7	Government of Karnataka	9085	2767	11852	3353	8499
8	Government of Bihar	13649	4082	17731	3112	14619
9	Government of Madhya Pradesh	13903	4306	18209	2817	15392
10	Government of Jharkhand	4940	1919	6859	2058	4801

Annexure 2: Performance of States/UTs - 1st January to 30th April, 2026**Annexure 2.1: States/UTs with more than 1000 Pending Grievances – 1st January to 30th April, 2026**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29829	19641	49470	13876	35594
2	Government of Uttar Pradesh	20738	110234	130972	105326	25646
3	Government of Madhya Pradesh	10387	15662	26049	10657	15392
4	Government of Bihar	11893	15823	27716	13097	14619
5	Government of Haryana	8512	17721	26233	13221	13012
6	Government of Odisha	10830	6091	16921	5193	11728
7	Government of Tamil Nadu	8087	9197	17284	5887	11397
8	Government of Chhattisgarh	5547	4987	10534	1396	9138
9	Government of NCT of Delhi	5449	17910	23359	14708	8651
10	Government of Karnataka	8508	13355	21863	13364	8499
11	Government of Himachal Pradesh	6825	1536	8361	663	7698
12	Government of Punjab	5478	6173	11651	4157	7494
13	Government of Union Territory of Jammu and Kashmir	5595	3506	9101	1677	7424
14	Government of Andhra Pradesh	4423	7065	11488	4551	6937
15	Government of Jharkhand	3519	6541	10060	5259	4801
16	Government of Gujarat	5214	21278	26492	22088	4404
17	Government of Rajasthan	2457	15598	18055	14048	4007
18	Government of Assam	2430	2948	5378	2199	3179
19	Government of Uttarakhand	1611	5188	6799	4999	1800
20	Government of Manipur	1297	209	1506	11	1495
21	Government of Nagaland	1321	52	1373	6	1367

Annexure 2.2: Maximum Pendency Percentage (North-Eastern States) – 1st January to 30th April, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	52	1373	6	1367	2	99.56%
2	Government of Manipur	1297	209	1506	11	1495	38	99.27%
3	Government of Meghalaya	263	87	350	45	305	101	87.14%
4	Government of Arunachal Pradesh	246	145	391	95	296	42	75.70%
5	Government of Assam	2430	2948	5378	2199	3179	64	59.11%
6	Government of Sikkim	28	48	76	47	29	65	38.16%
7	Government of Tripura	65	580	645	427	218	19	33.80%
8	Government of Mizoram	93	42	135	104	31	329	22.96%

Annexure 2.3: Top 10 States/UTs with grievances pending for more than 21 Days – 1st January to 30th April, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29829	19641	49470	13876	35594	31935
2	Government of Madhya Pradesh	10387	15662	26049	10657	15392	12507
3	Government of Bihar	11893	15823	27716	13097	14619	11722
4	Government of Odisha	10830	6091	16921	5193	11728	10758
5	Government of Tamil Nadu	8087	9197	17284	5887	11397	10024
6	Government of Haryana	8512	17721	26233	13221	13012	9940
7	Government of Chhattisgarh	5547	4987	10534	1396	9138	8133
8	Government of Uttar Pradesh	20738	110234	130972	105326	25646	7588
9	Government of Himachal Pradesh	6825	1536	8361	663	7698	7436
10	Government of Karnataka	8508	13355	21863	13364	8499	6945

Annexure 2.4: States/UTs with Low Average Closing Time - 1st January to 30th April, 2026

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	3672	2
2	Government of Union Territory of Chandigarh	1543	13
3	Government of Andaman & Nicobar	405	17
4	Government of Tripura	427	19
5	Government of Rajasthan	14048	23
6	Government of Uttar Pradesh	105326	26
7	Government of Gujarat	22088	27
8	Government of Puducherry	815	27
9	Government of Uttarakhand	4999	39
10	Government of Arunachal Pradesh	95	42



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001